

Figure 1

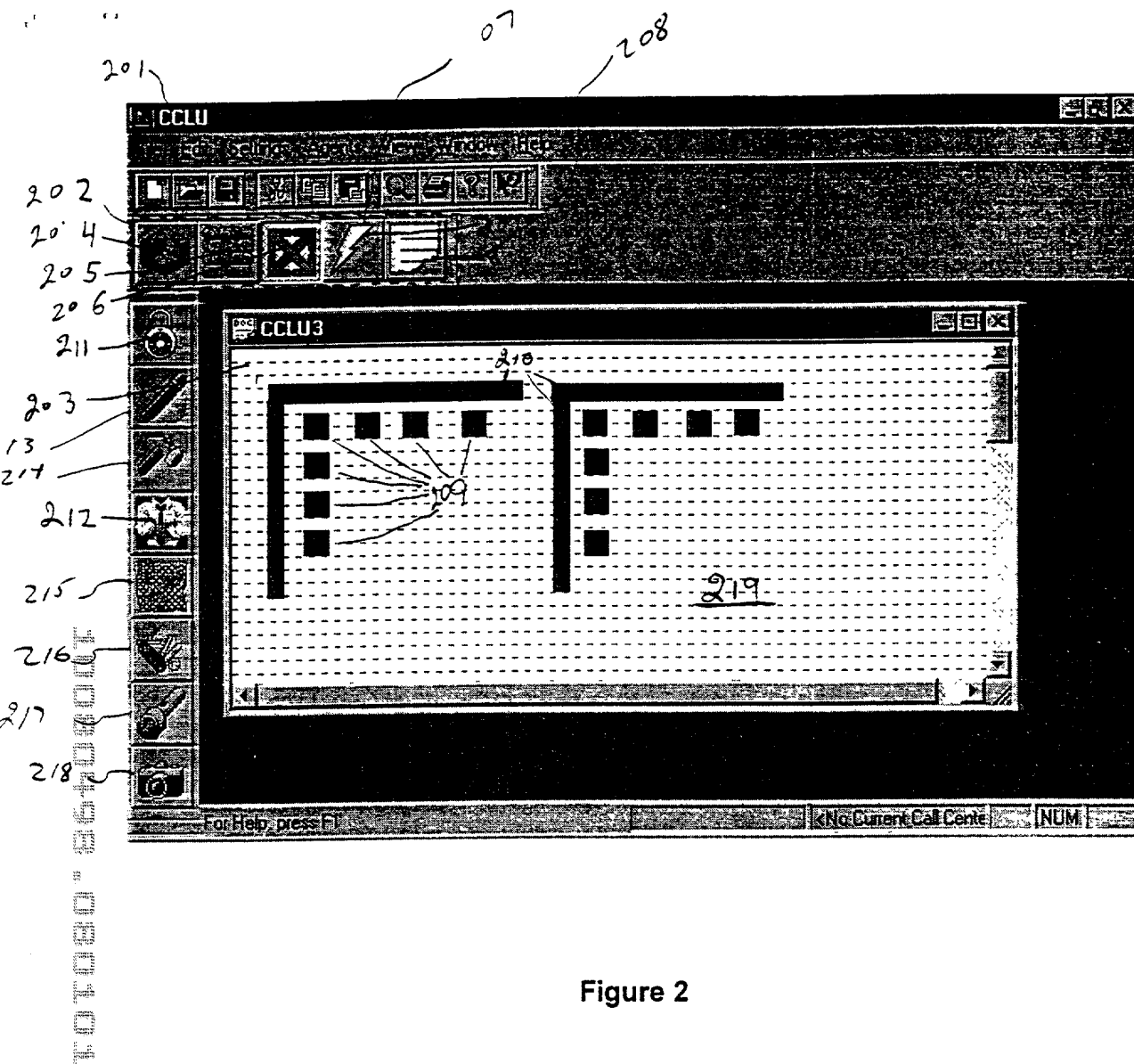


Figure 2

TOP SECRET

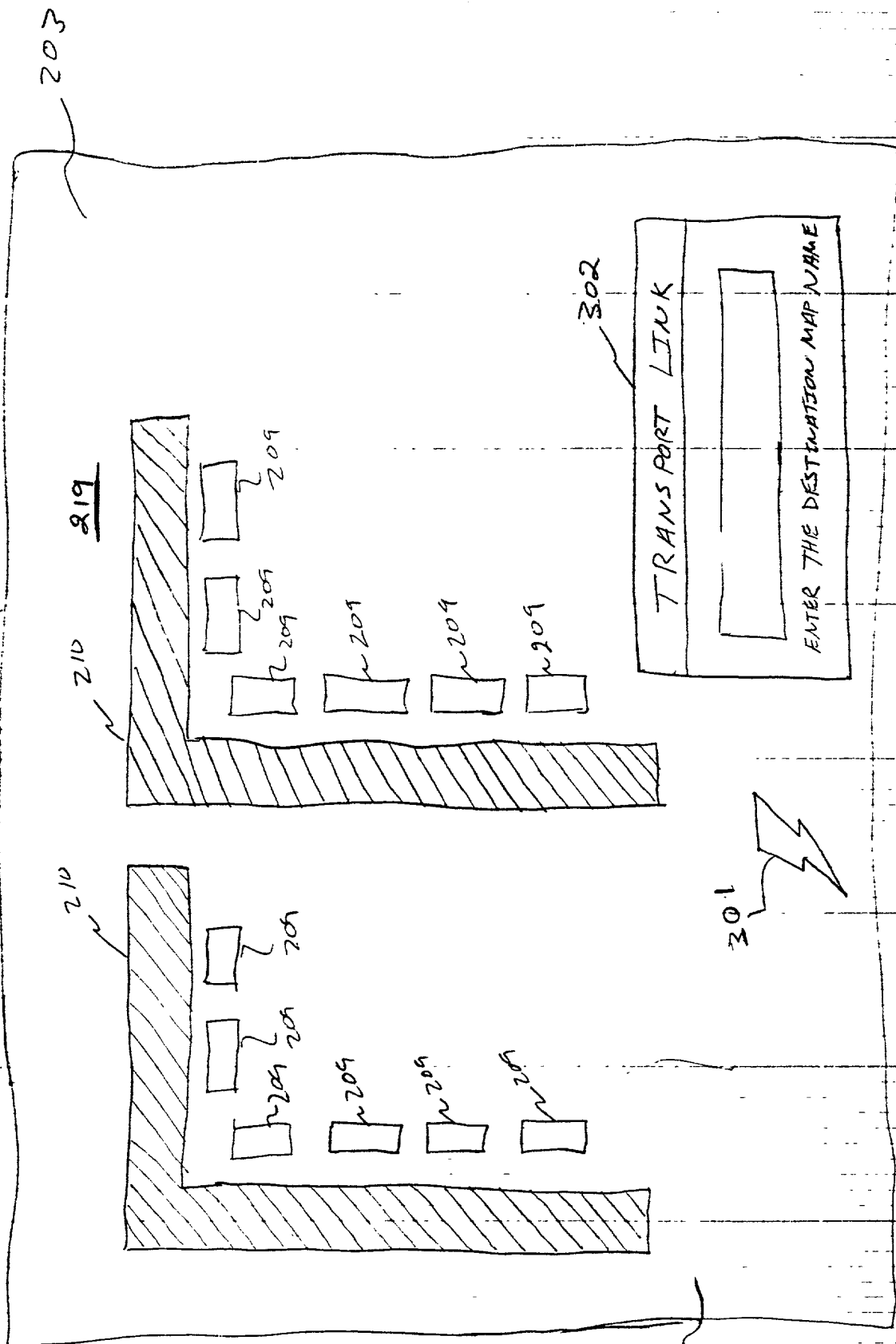
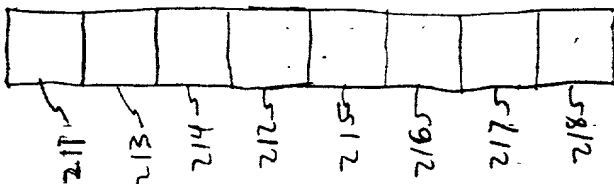
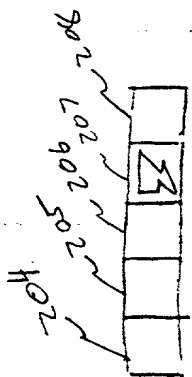


FIGURE 3

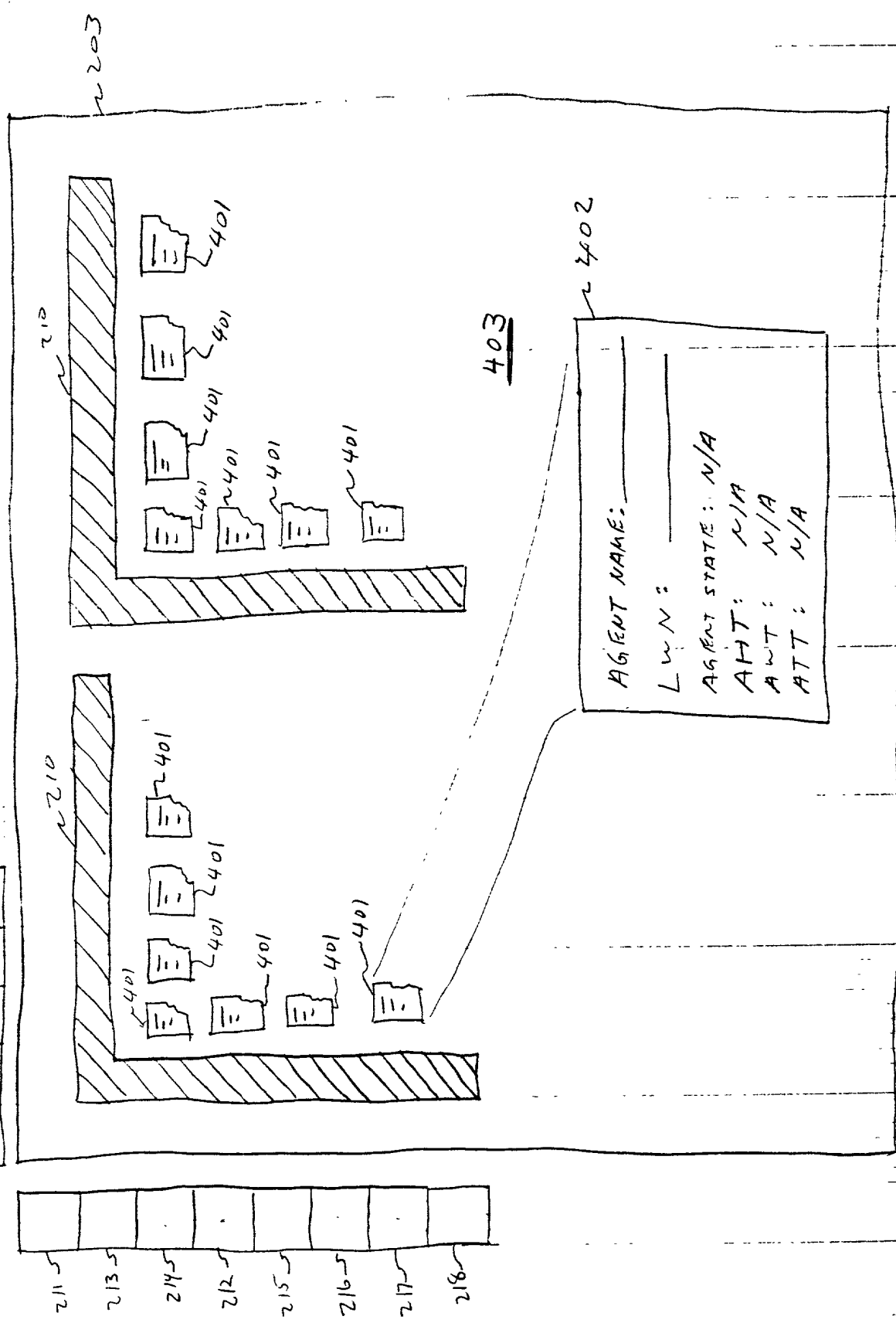


FIGURE 4

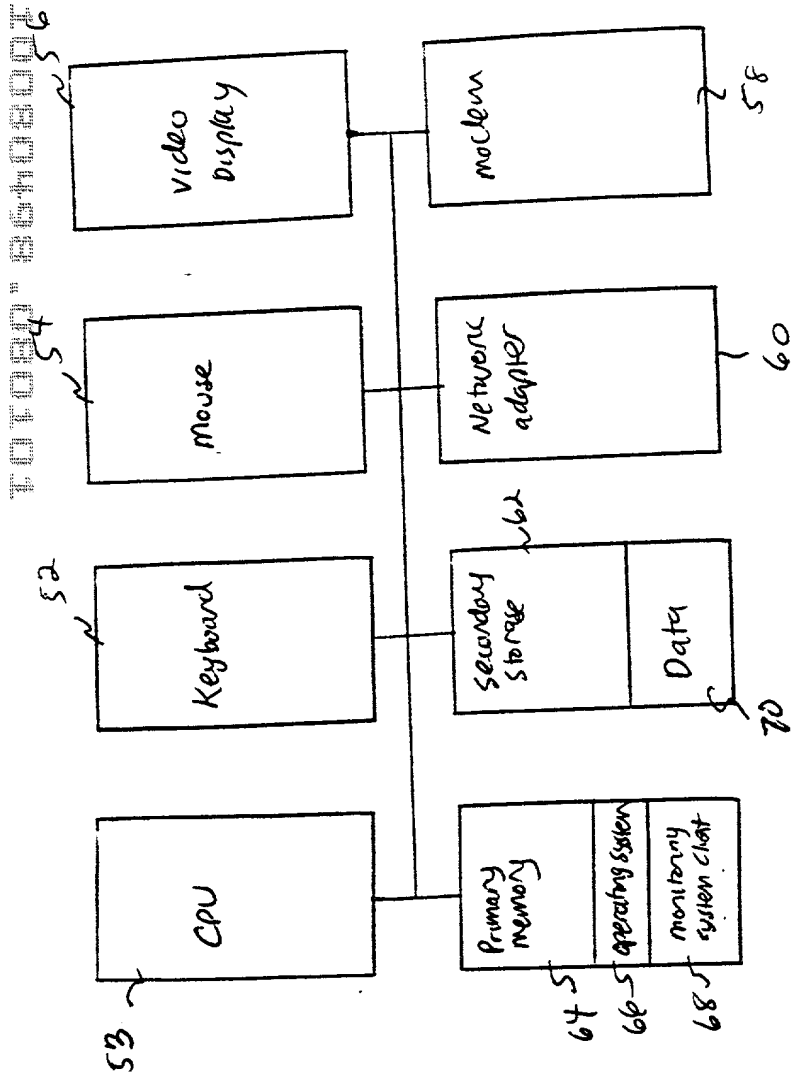


Figure 5

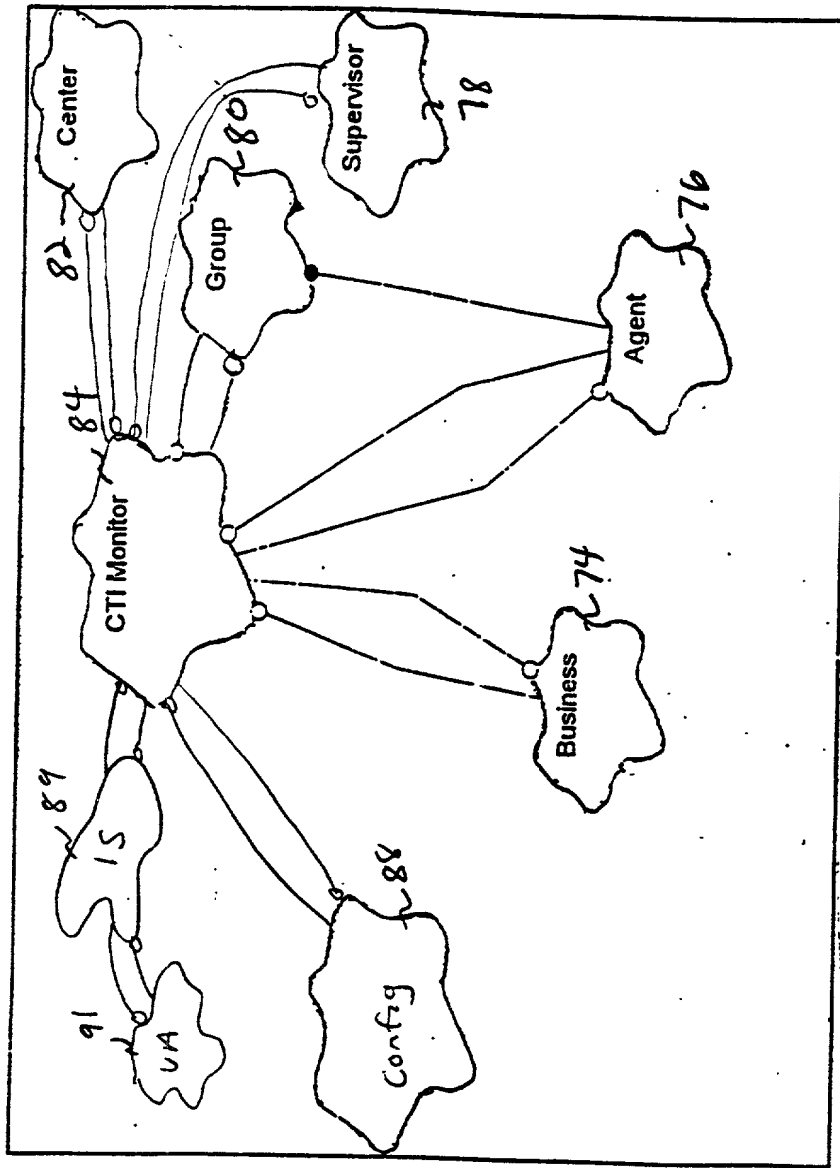


Figure 6

TOTAL 116

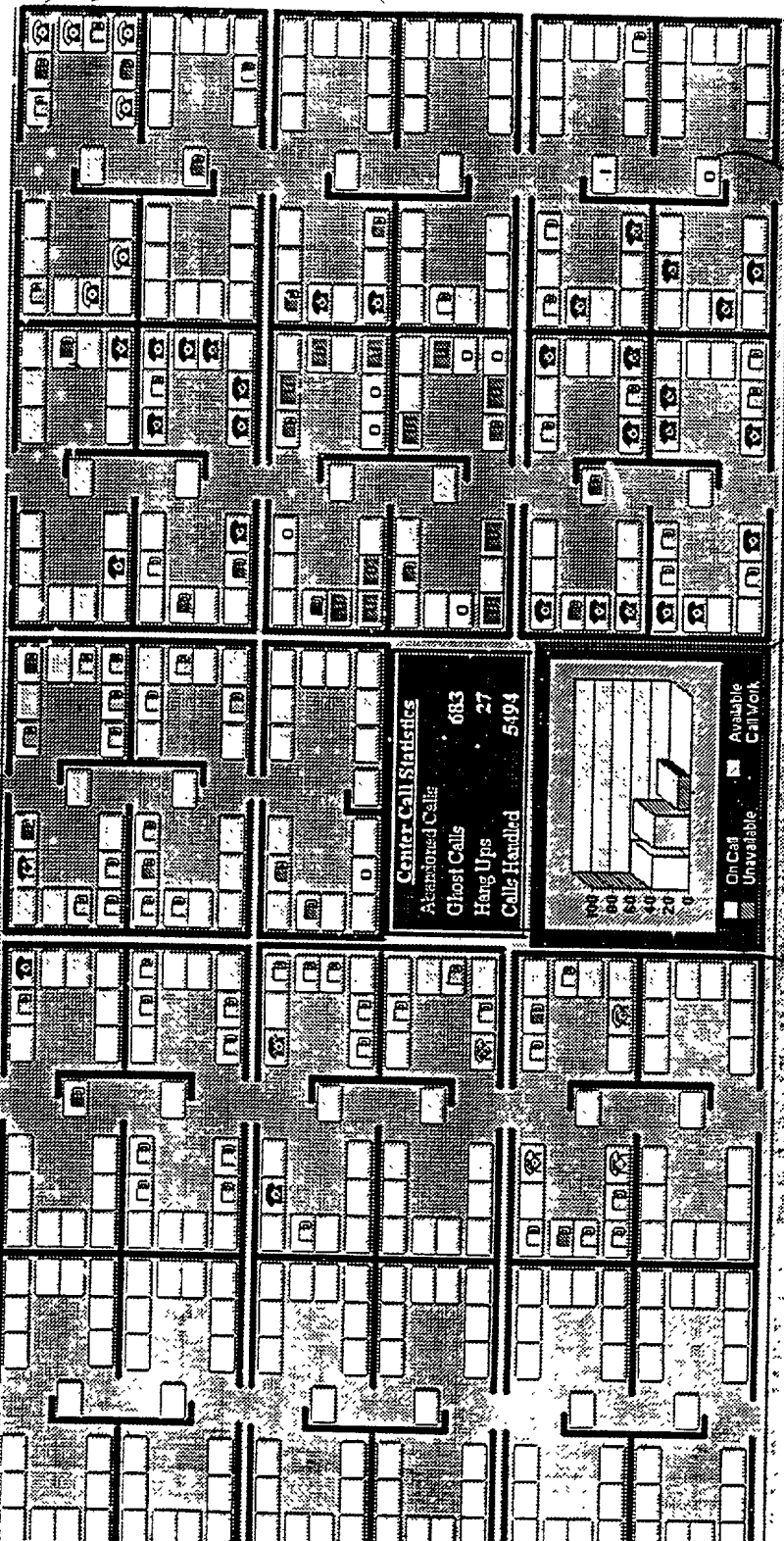
MDUS:ER - [Chandler Call Center]

View

Search By Name For

Agents Logged On 12/19/96 3:51:37 PM

Business Type	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current
Omega Tech Support	821	28	20%	American Stores	297	7	0	Outbound	4%	61
MUSICROW In	802	3	2%	Smithsonian	597	1	0	Internal	8%	18
Bank of America	136	1	0%	MCI Prepaid Card	246	1	0	Unknown	7%	1
CarplusMCI	186	1	0%	Manover	422	1	0	Consult	0%	0
Cardinal InternetM	4	0	0%	Prepaid US Student	3	0	0			
Prepaid Cellular	18	0	0%	Vidal Sassoon	6	0	0			



Center Call Statistics  
Abandoned Calls 683  
Ghost Calls 27  
Hang Ups 5194  
Calls Handled

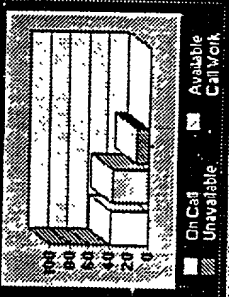


Figure 7

10080438 030101

126

Chadwicks of Bosto	
Agents On Call	22
Calls In Queue	0
Abandoned Calls	0
Ghost Calls	2
Hang Ups	2
Handled Calls	1136
Available Agents	0
[Close]	

Figure 8

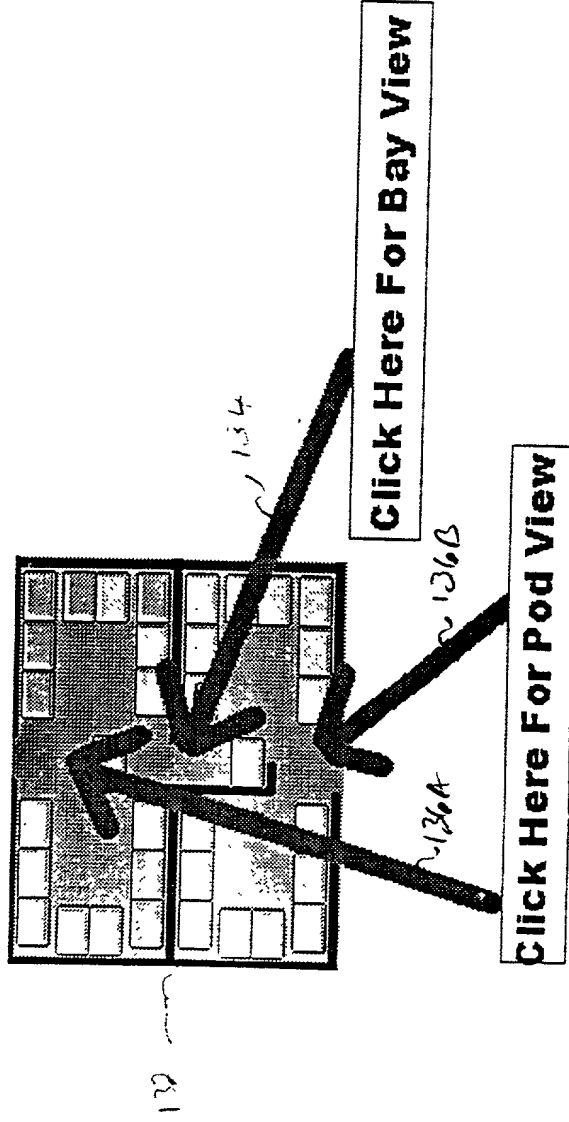


Figure 9



TOTOBO" 8540800T

90

MONSTER- [Bay 6 Business]

de View

164

Call Status

Agents Logged On 12/19/96 4:06:48 P

Business Type	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current
Smithsonian	53	2	100%	0	0%	Outbound	1	0	Available	6
Imaga Tech Support	0	0	0%	0	0%	Internal	8	0	Unavailable	1
Bank of America	0	0	0%	0	0%	Unknown	0	0	Call Work	1
American Stores	0	0	0%	0	0%	Consult	0	0	Error/Unknown	0
Cardinal Internet	0	0	0%	0	0%					
Prepaid Cellular	0	0	0%	0	0%					

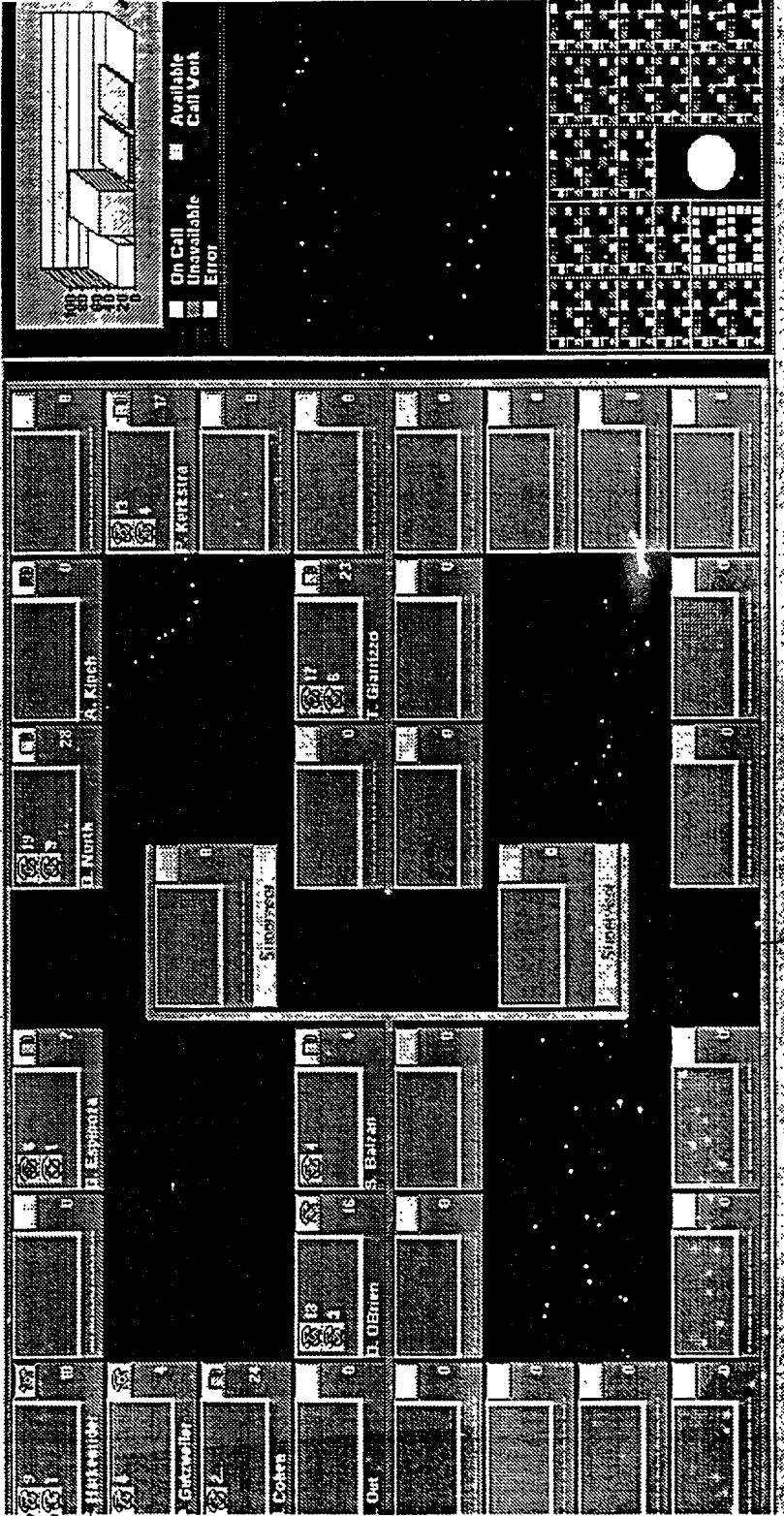


Figure 11

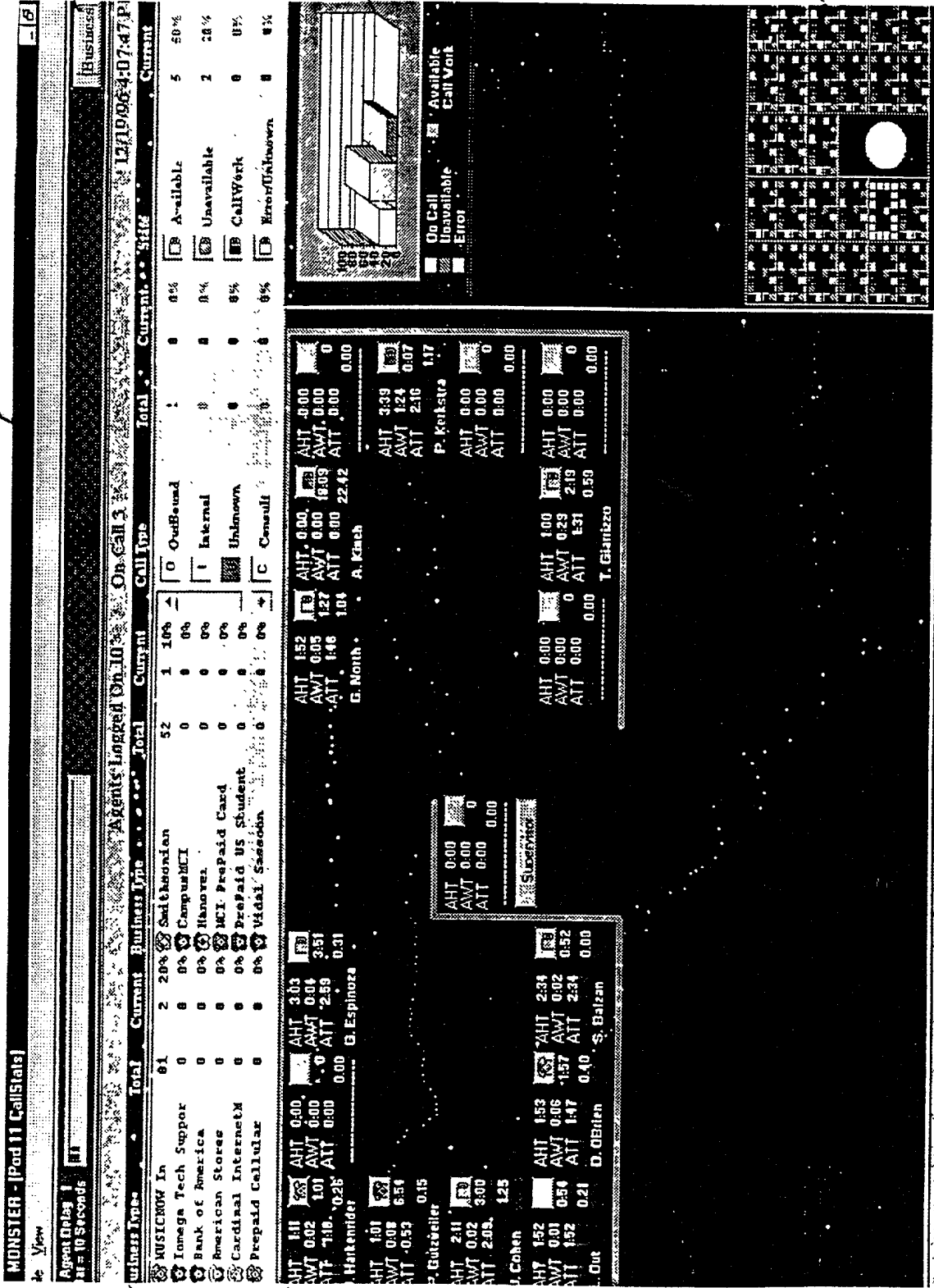


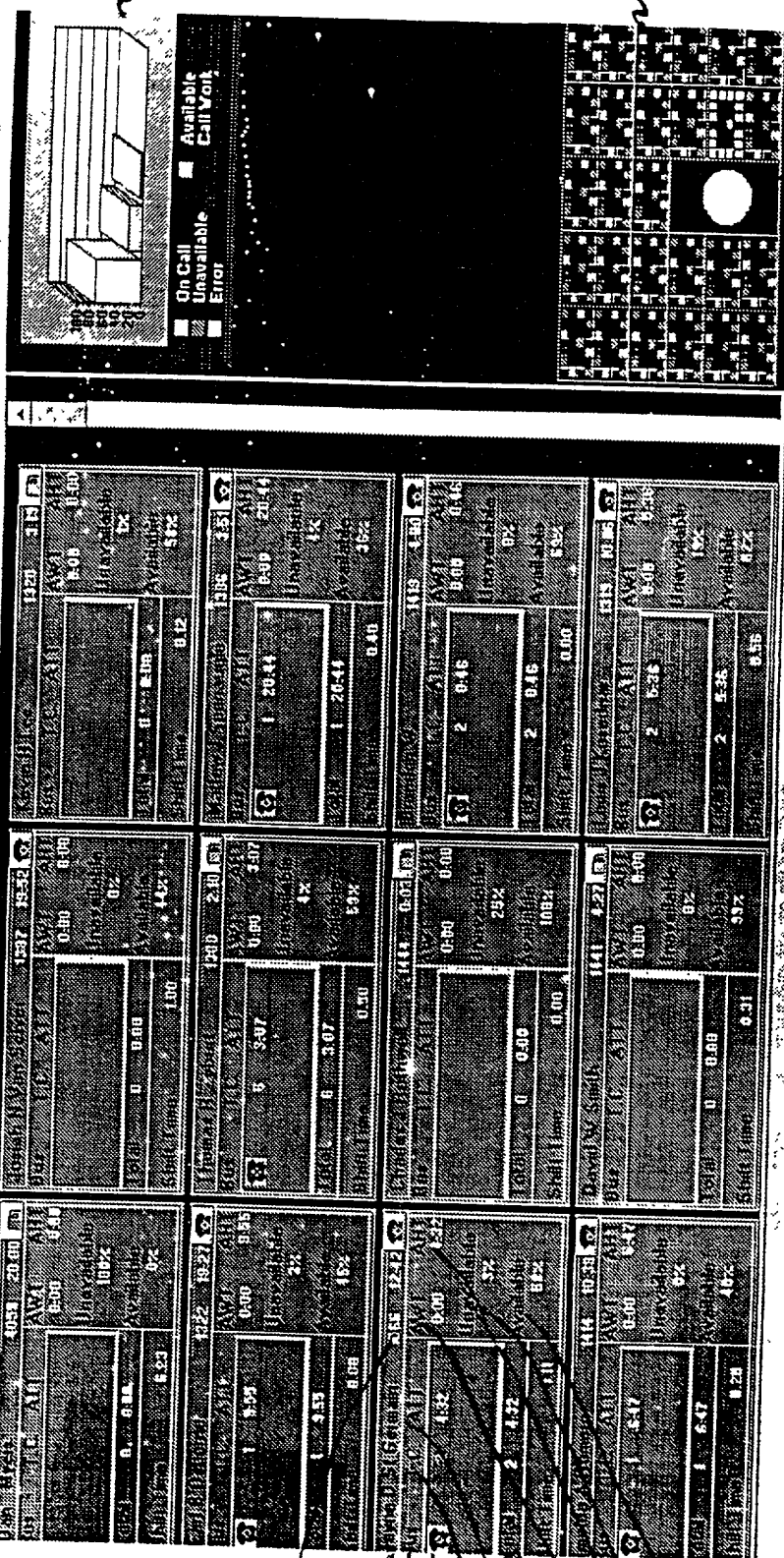
Figure 12

**Figure 1**

**MONSTER • [Supervisor • Dan Myers]**

de View

System Logged On: On Call 13 12/19/96 4:09:59 PM										
Business Type		Total	Current	Business Type	Total	Current	Call Type	Total	Current	State
12	66%	31	12	66%	Bank of America	0	0	0	0%	
0	0%	0	0	0%	American Stores	0	0	0	0%	Available
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Unavailable
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
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0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work
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0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work
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0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work
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0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	
0	0%	0	0	0%	Wal-Mart	0	0	0	0%	Call Work



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144

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Figure 13

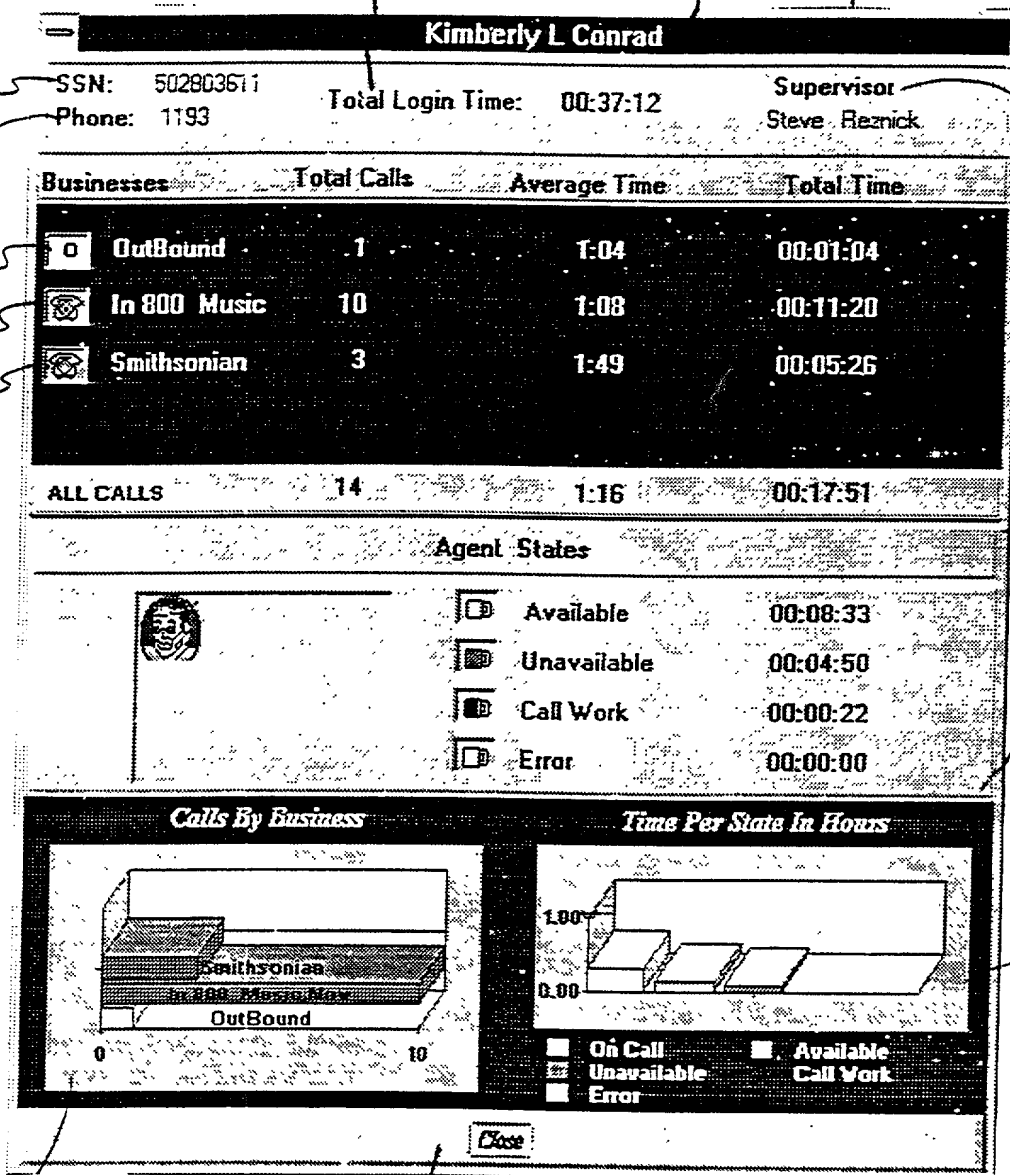


Figure 14

FIG. 15

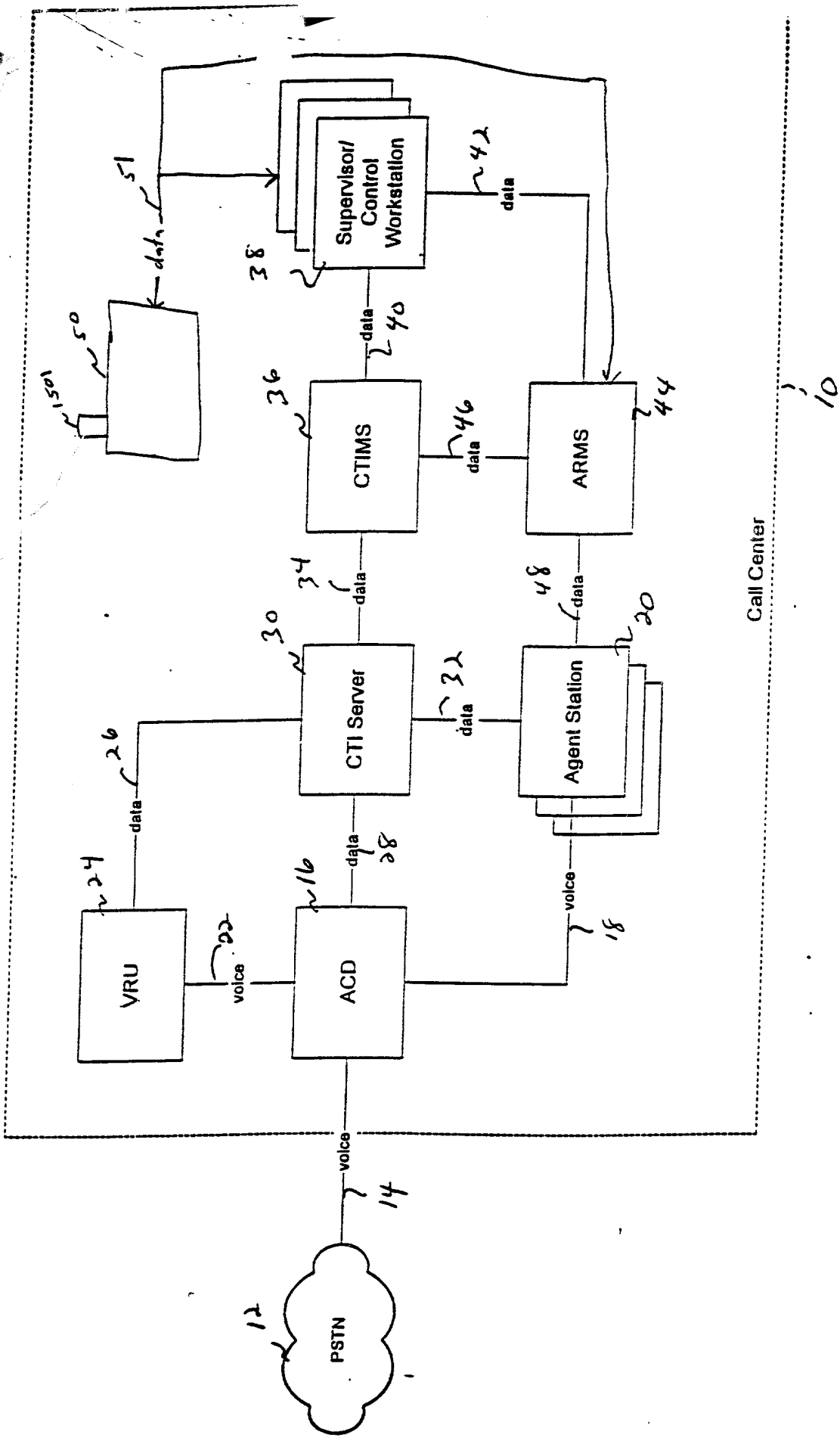


Figure 15